



Service and Benefits Web Portal of American Express Cards

Summary

AMEX Service and Benefits Web Portal

1. Registration	P.06
2. Card & Benefits	P.13
3. Chat	P.16
4. Certificates	P.20
5. Claims	P.27
6. My Profile	P.38



About this Manual

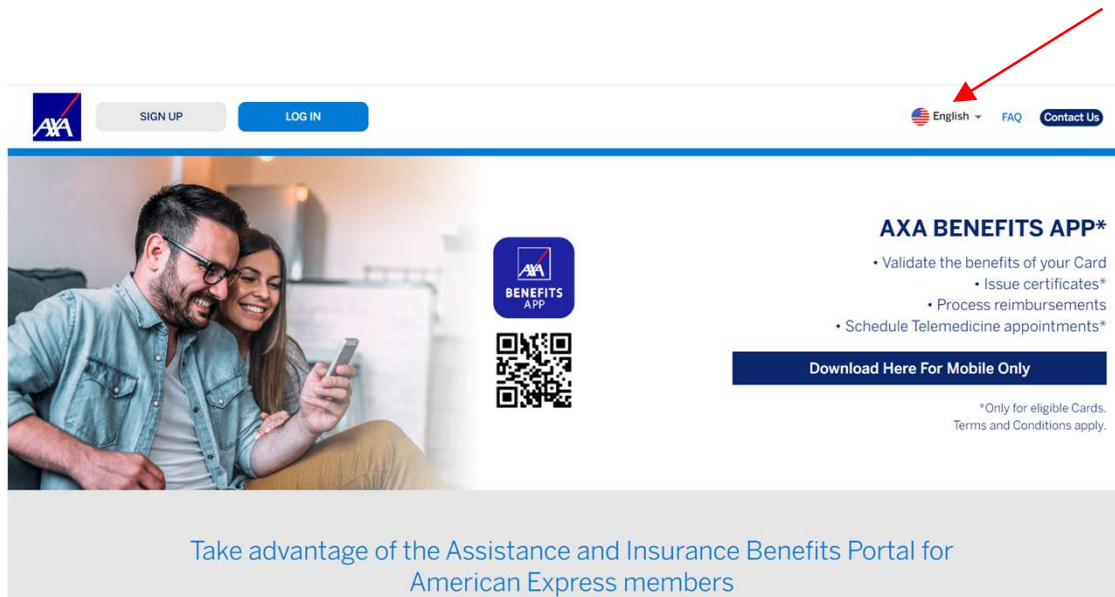
User's Guide

- ➔ This manual aims to explain step by step and graphically how you can use our Service and Benefits Web Portal, in addition to all the options that are available for your use.
- ➔ We want your experience browsing through this page to be pleasant and to fully satisfy your expectations and information needs.

About this Manual

Guía de Usuario

Access to the Service and Benefits Web Portal <https://cardmember-benefits.axa-assistance.us/>.



You can click in the dropdown to change the language of the webportal.

About this Manual

User's Guide

In “Contact Us”, you can find our email and phone numbers to help you at any time.

AXA SIGN UP LOG IN English FAQ **Contact Us**

AXA BENEFITS APP*

- Validate the benefits of your Card
 - Issue certificates*
 - Process reimbursements
- Schedule Telemedicine appointments*

Download Here For Mobile Only

*Only for eligible Cards. Terms and Conditions apply.

Take advantage of the Assistance and Insurance Benefits Portal for American Express members





1 Registration

Registration

User's Guide

If this is your first time accessing the Assistance and Insurance Benefits Portal, select "Sign Up" to create your account.

AXA SIGN UP LOG IN English FAQ Contact Us

AXA BENEFITS APP*

- Validate the benefits of your Card
 - Issue certificates*
 - Process reimbursements
- Schedule Telemedicine appointments*

Download Here For Mobile Only

*Only for eligible Cards. Terms and Conditions apply.

Take advantage of the Assistance and Insurance Benefits Portal for American Express members

Registration

User's Guide



The screenshot shows a registration form with the following elements and annotations:

- Log in | Sign up**: A tabbed interface where the "Sign up" tab is selected. An annotation "Select 'Sign Up' option" points to this tab.
- Add your email address and create a password**: The main heading for the registration section.
- Email input field**: A text box with an envelope icon on the left. An annotation "Add the e-mail address" points to this field.
- Password input field**: A text box with a lock icon on the left and a "show/hide" eye icon on the right. An annotation "Add the password" points to this field.
- Terms of service**: A line of text stating "By subscribing you agree to our terms of service and privacy policy".
- Sign up button**: A dark blue button with the text "Sign up". An annotation "Click on 'Sign Up'" points to this button.

Registration

User's Guide



English [FAQ](#) [Contact Us](#)

Find all your card benefits, claims and certificates in one place

Registration

Register your account

Account verification

We have sent an email to the registered address to confirm your identity. Please follow the instructions to proceed with the confirmation and complete the registration.

[Resend verification email](#)

After you sign up, we will send you an email to confirm your identity and verify your account.



Registration

User's Guide

RA Registration AXA <no-reply@axa-assistance.us>
Para: user.email@email.com



Welcome to the Assistance and Insurance Benefits Portal for American Express® Card Members

Thank you for signing up! Please verify your email address by clicking on the link below or copy and paste the entire link into your browser.

[Confirm my account](#)

[https://auth-cardmember-benefits.axa-assistance.us/u/email-verification?
ticket=5Cd1KyOqa8ZUaDYDDcL719kVO57WU4e6#](https://auth-cardmember-benefits.axa-assistance.us/u/email-verification?ticket=5Cd1KyOqa8ZUaDYDDcL719kVO57WU4e6#)

Our convenient Assistance and Insurance Benefits Portal will allow you to verify your card benefits, request reimbursements, and issue insurance certificates¹, all 100% online and from any device.

AXA Assistance USA, Inc.

¹ Terms and Conditions apply. Only for eligible cards.

Click on “Confirm my account” and login to the
Assistance and Insurance Benefits Portal



Registration User's Guide

→ If you previously created an account, you may click on “Log In”.

AXA

SIGN UP LOG IN

English FAQ Contact Us

AXA BENEFITS APP*

- Validate the benefits of your Card
 - Issue certificates*
 - Process reimbursements
- Schedule Telemedicine appointments*

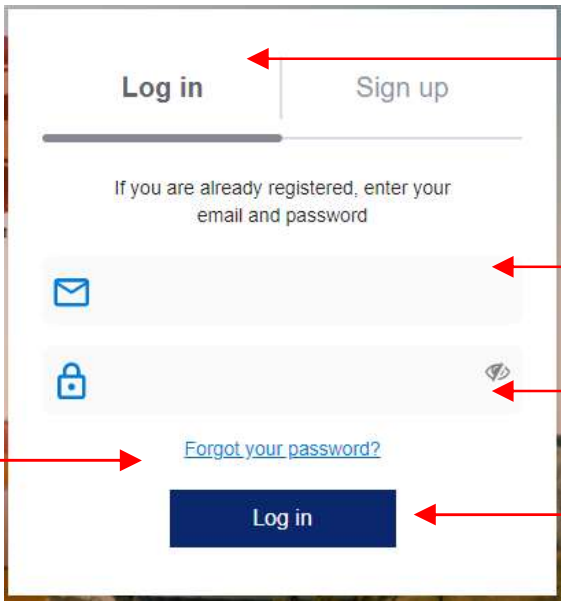
Download Here For Mobile Only

*Only for eligible Cards. Terms and Conditions apply.

Take advantage of the Assistance and Insurance Benefits Portal for American Express members

Registration

User's Guide



The screenshot shows a login interface with two tabs: "Log in" and "Sign up". Below the tabs, there is a text prompt: "If you are already registered, enter your email and password". There are two input fields: one for an email address (with an envelope icon) and one for a password (with a lock icon and a visibility toggle). A blue button labeled "Log in" is at the bottom. A blue link "Forgot your password?" is positioned above the button. Red arrows point from external text labels to these elements: "Select 'Log in' option" points to the "Log in" tab; "Add e-mail address" points to the email input field; "Insert the password" points to the password input field; "Click on 'Log In'" points to the "Log in" button; and "Select this option to Recover the Password" points to the "Forgot your password?" link.

Select "Log in" option

Add e-mail address

Insert the password

Click on "Log In"

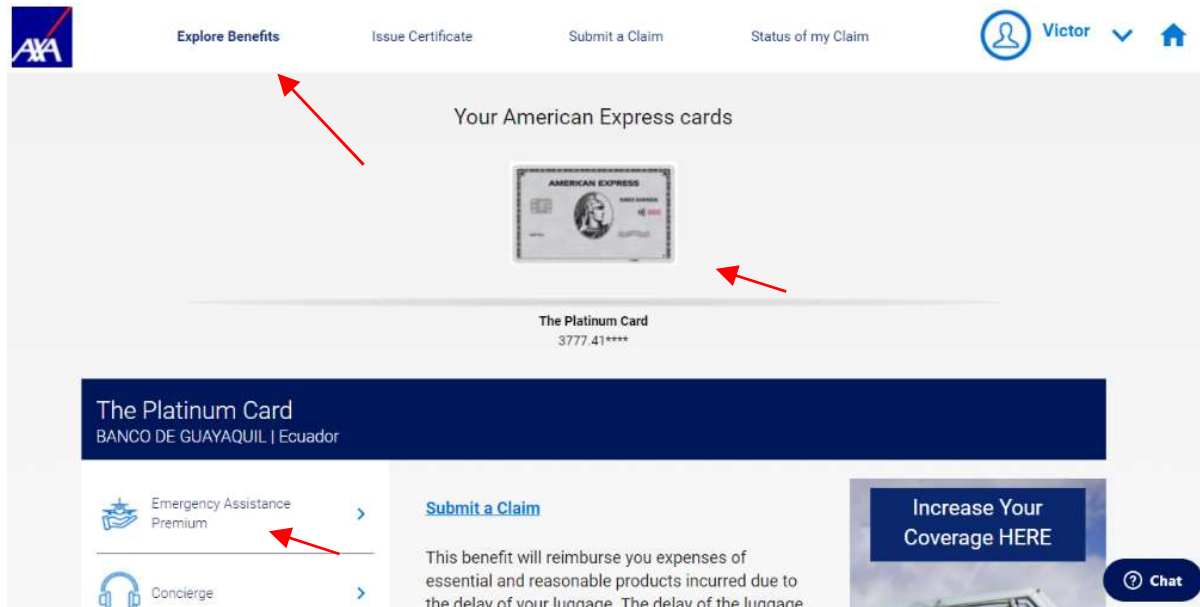
Select this option to Recover the Password



2 Cards and Benefits

Cards & Benefits

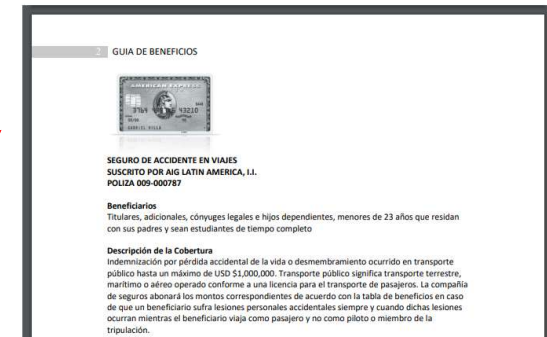
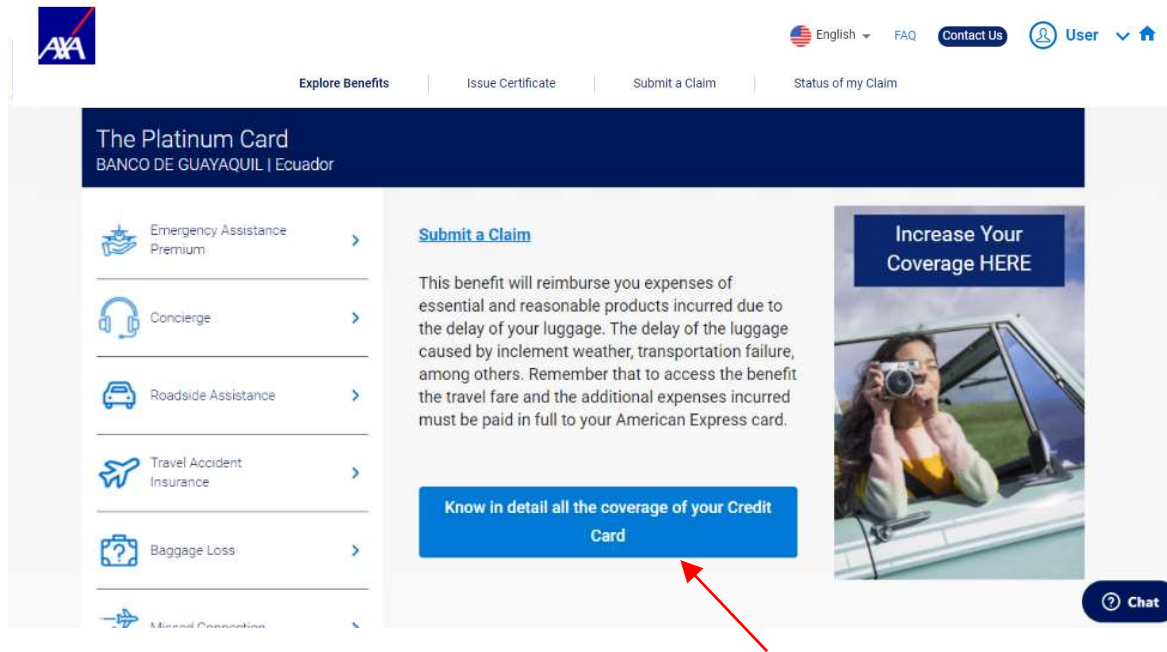
User's Guide



- ➔ Explore all the benefits associated with your American Express.
- ➔ Select the desired benefit to understand details and coverage.

Cards & Benefits

User's Guide



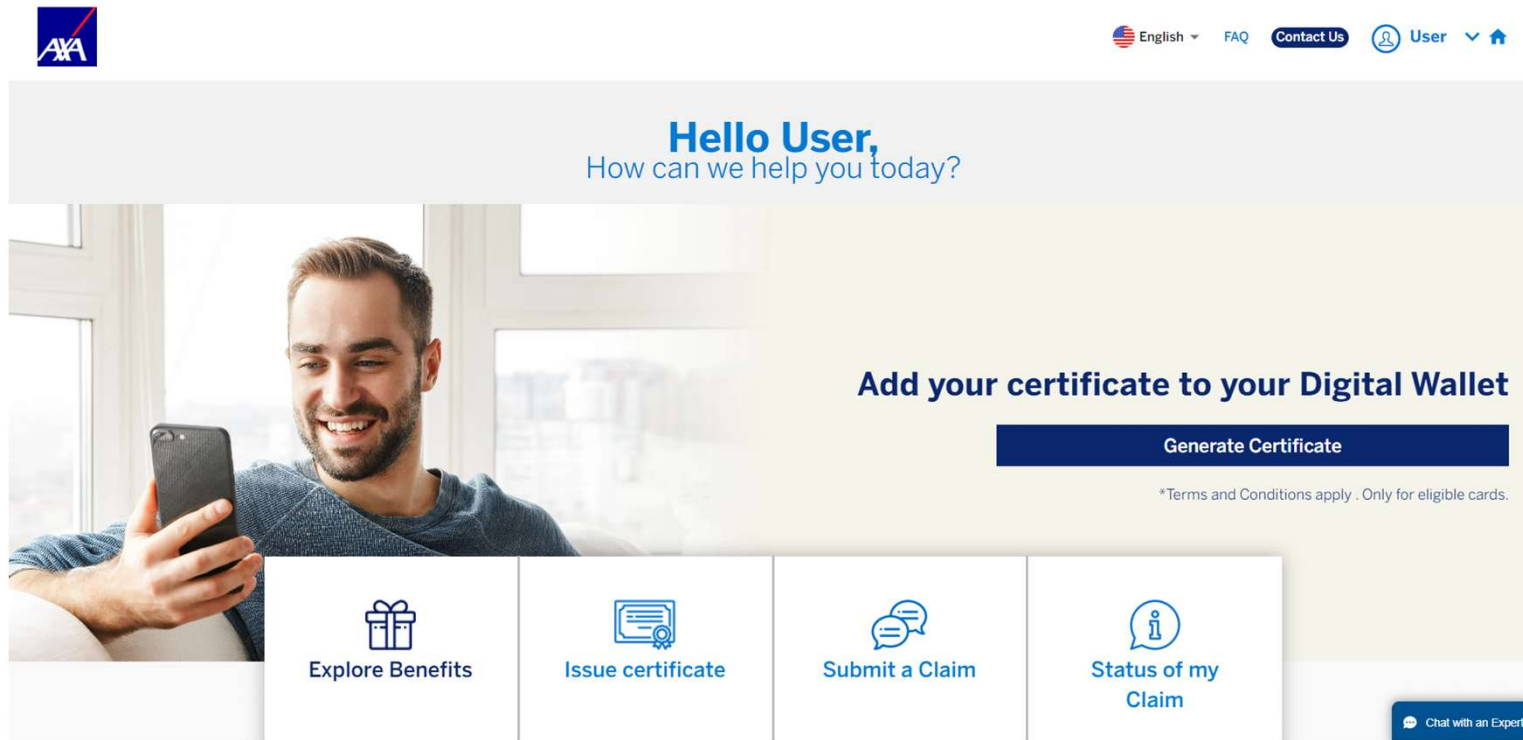
- ➔ After selecting a Benefit, you will find its description.
- ➔ Select “Know in detail all the coverage of your Credit Card” in order to have more details about the benefits. You can download the document. This document presents the Terms and Conditions related to all the benefits included at the American Express cards.



3 Chat

Chat

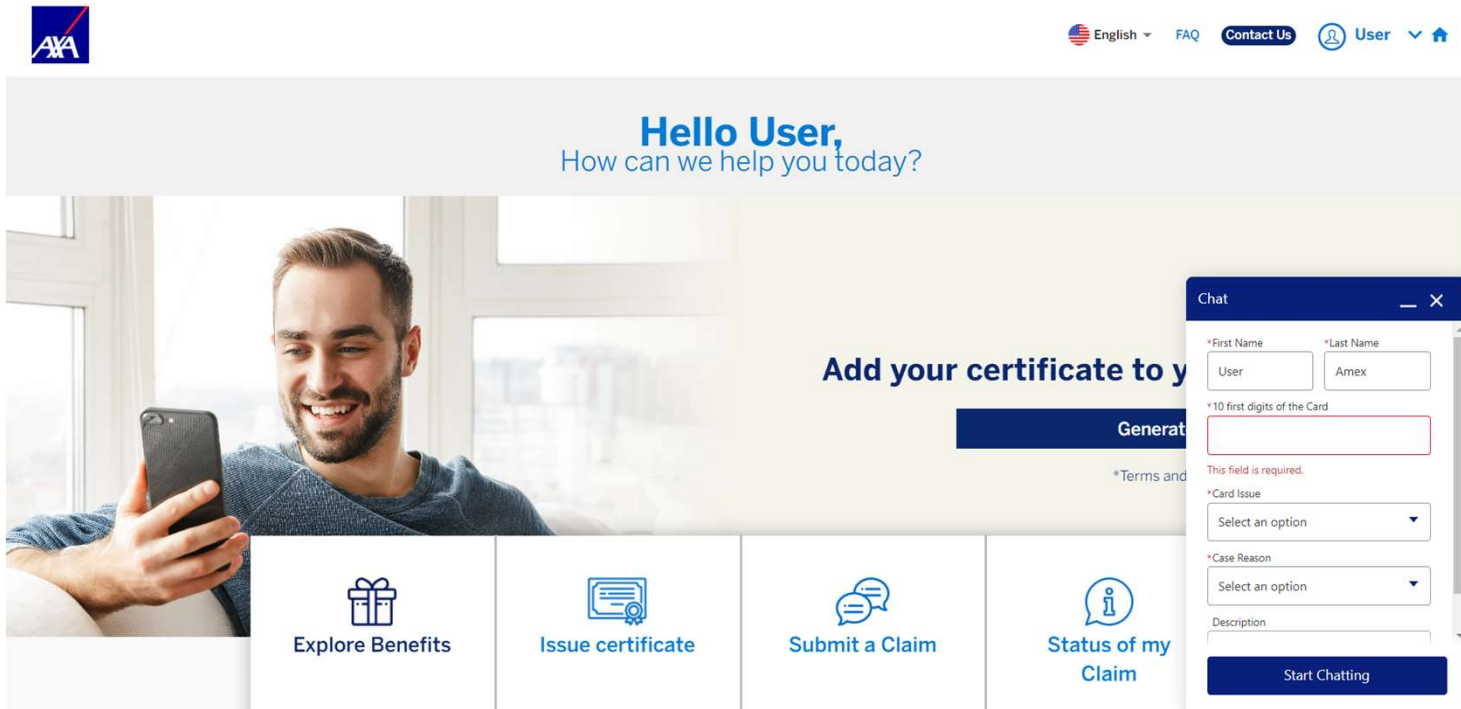
User's Guide



➔ Click on “Chat with an expert” to speak with our agents and clarify doubts and questions

Chat

User's Guide



➔ Enter the required information and click on “Start Chatting”.

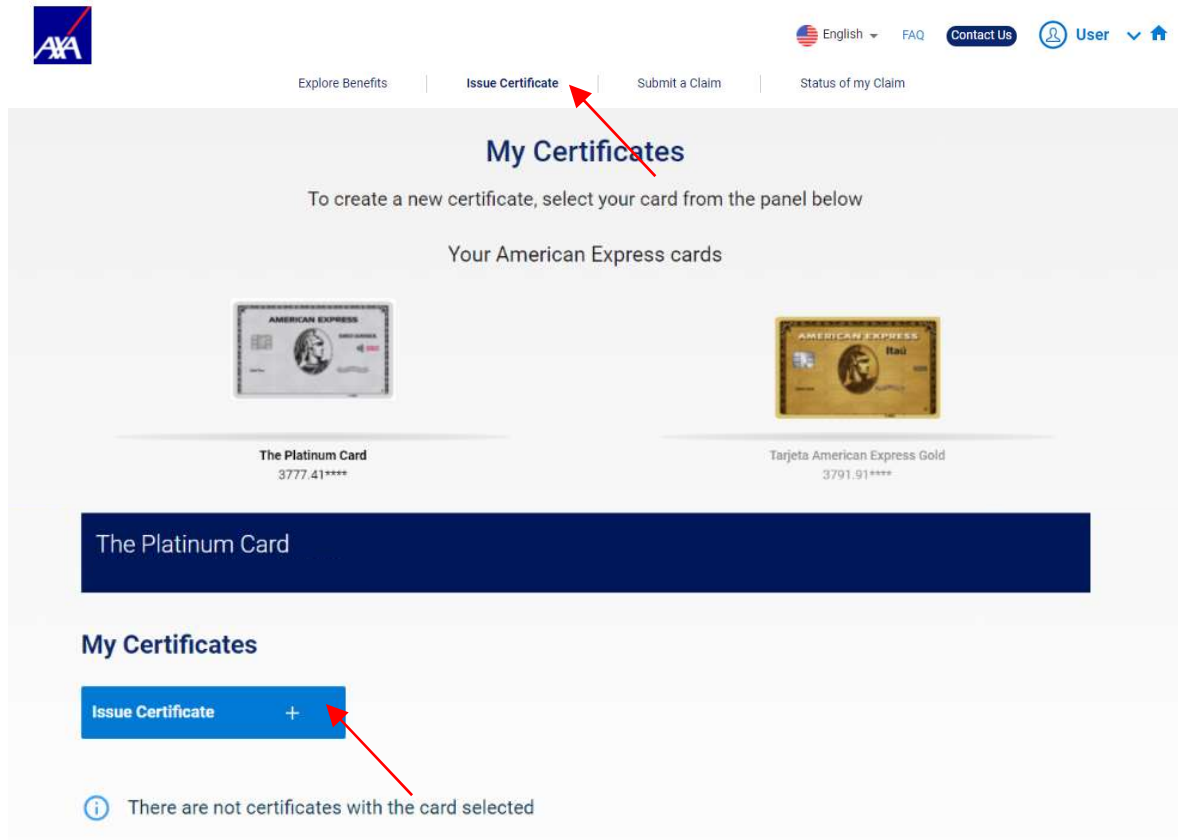


4 Certificates

Certificates

User's Guide

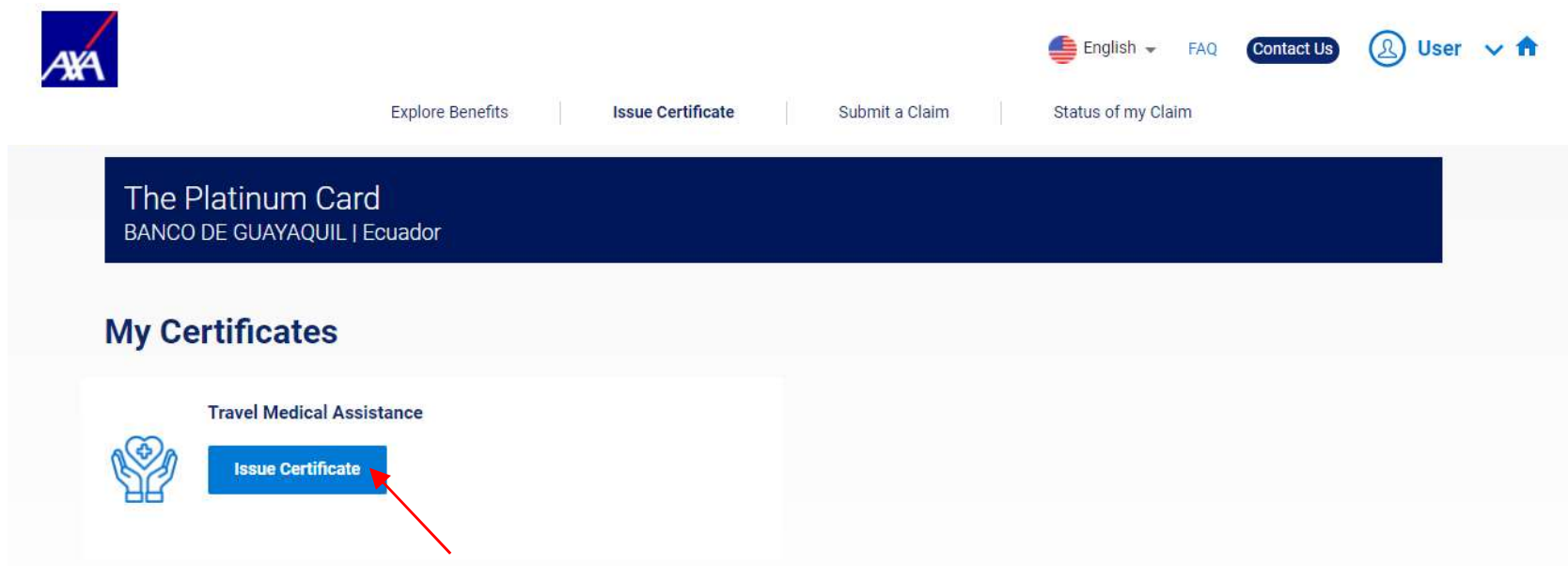
➔ Click on “Issue Certificate” to create a Certificate.



Certificates

User's Guide

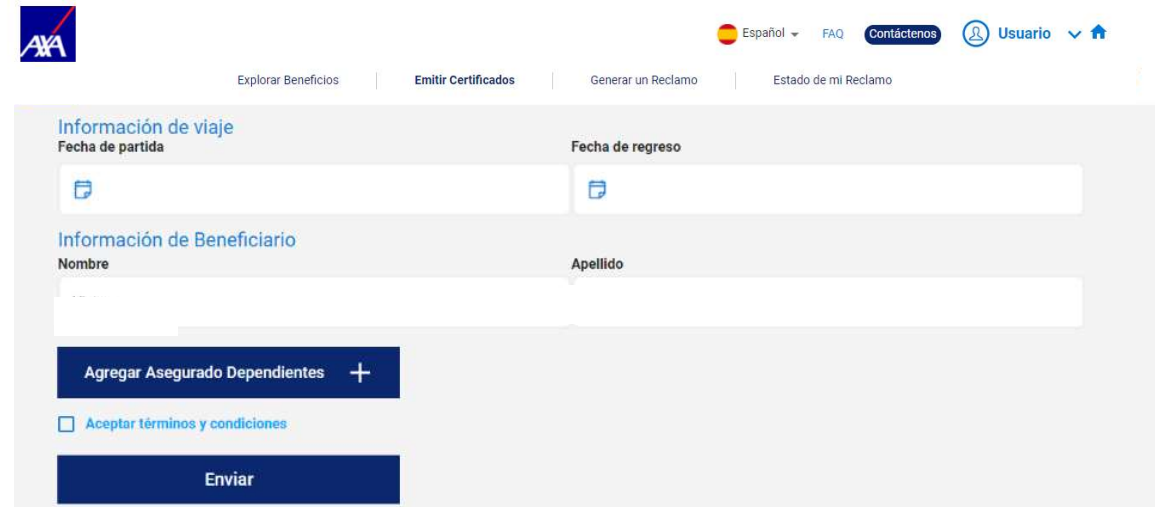
➔ Click on “Issue Certificate”.



Certificates

User's Guide

- ➔ At “Beneficiary Information” confirm the details of the insured person.
- ➔ Your personal information will be filled automatically based on the Profile Information.
- ➔ CPF information is required only for cards issued in Brazil.
- ➔ To include an additional (husband, wife, son, daughter and/or dependents), click on “Add Insured Dependents” and complete with the information of them.



The screenshot displays the AXA web portal interface for issuing certificates. The top navigation bar includes the AXA logo, a language dropdown set to 'Español', a 'FAQ' link, a 'Contáctenos' button, and a user profile dropdown labeled 'Usuario'. Below the navigation, there are four menu items: 'Explorar Beneficios', 'Emitir Certificados' (which is highlighted), 'Generar un Reclamo', and 'Estado de mi Reclamo'. The main content area is titled 'Información de viaje' and contains two input fields for 'Fecha de partida' and 'Fecha de regreso'. Below this is the 'Información de Beneficiario' section with input fields for 'Nombre' and 'Apellido'. At the bottom of the form, there is a blue button labeled 'Agregar Asegurado Dependientes +' and a checkbox for 'Aceptar términos y condiciones'. A large blue 'Enviar' button is positioned at the very bottom of the form.

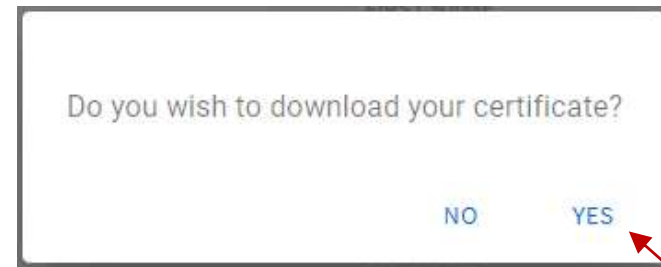
Certificates

User's Guide

- Click on “Accept Terms & Conditions”.
- Click on “Submit”
- After generating the Bilhete, a message will pop-up asking you if you want to download the Bilhete.
- The Bilhete will also be sent to you by e-mail.
- Certificate access via SMS is available only for cards issued in Brazil.



A screenshot of a web form titled "Add Insured Dependents". The form has a dark blue header with the text "Add Insured Dependents" and a white plus sign icon. Below the header is a light gray section containing a checkbox and the text "Accept terms & conditions". At the bottom of the form is a dark blue button with the text "Submit". Two red arrows point to the "Add Insured Dependents" button and the "Submit" button.

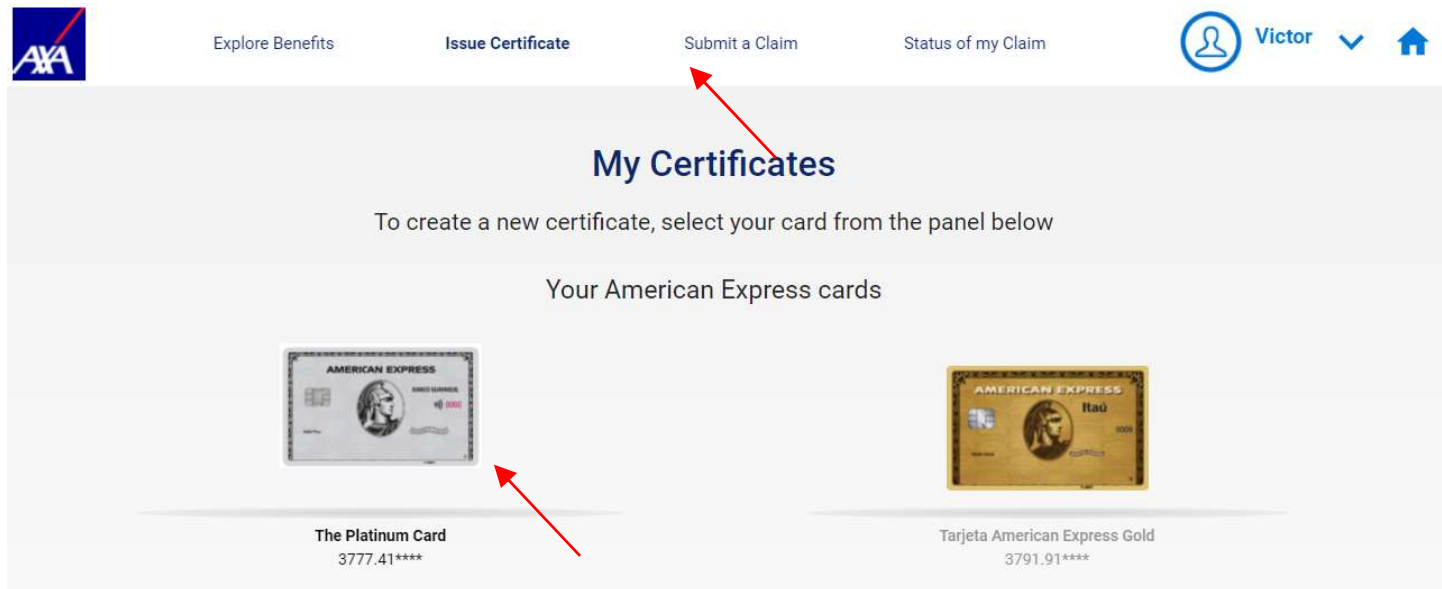


A screenshot of a confirmation dialog box. The text inside the box reads "Do you wish to download your certificate?". At the bottom right of the box are two buttons: "NO" and "YES". A red arrow points to the "YES" button.

Certificates

User's Guide

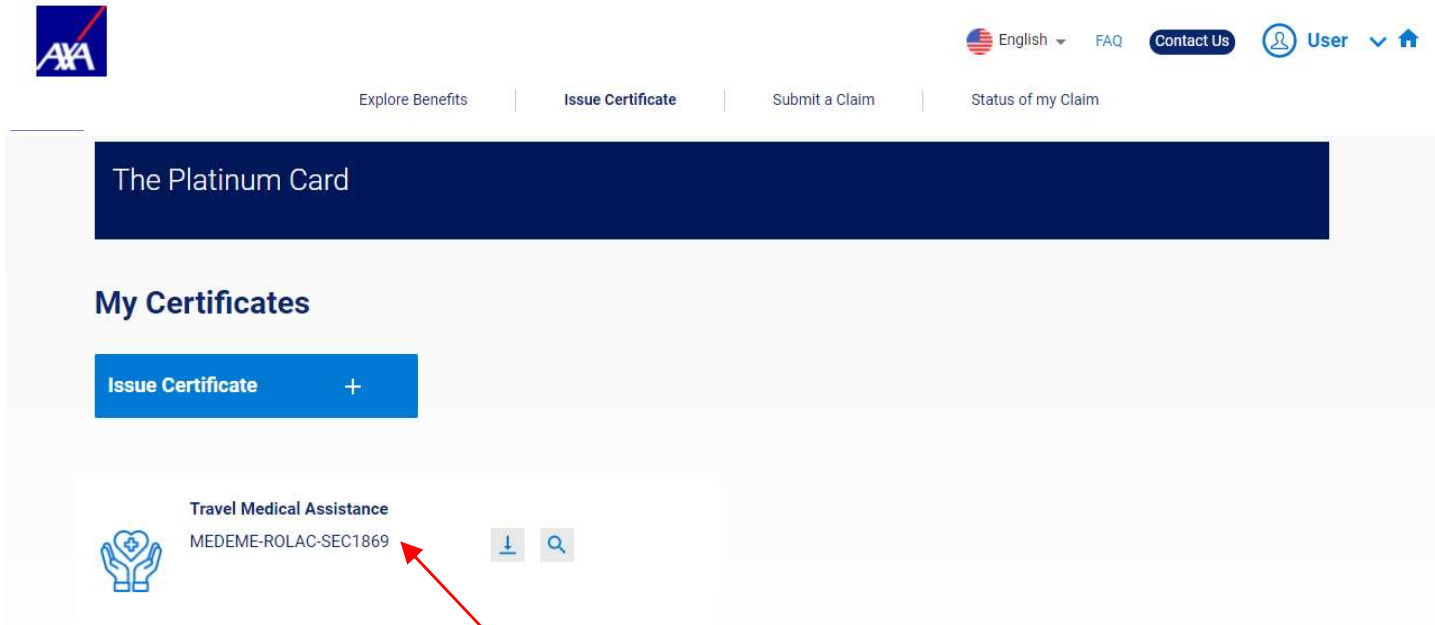
- ➔ You can select the Card that you want to use in order to issue the Certificate.
- ➔ You will have access to the available Certificates related to your Card.



Certificates

User's Guide

➔ At this section, you can see the Certificates issued before. In this example, we have a Travel Insurance Certificate.



Certificates

User's Guide

➔ Once issued, you can see the Certificate or download it at the section “My Certificates”.

The screenshot shows the 'My Certificates' section of the American Express web portal. At the top, there is a navigation bar with the AYA logo, language selection (English), FAQ, Contact Us, and a user profile icon. Below this, there are links for 'Explore Benefits', 'Issue Certificate', 'Submit a Claim', and 'Status of my Claim'. The main content area features a dark blue header for 'The Platinum Card' and 'BANCO DE GUAYAQUIL | Ecuador'. Underneath, the 'My Certificates' section has an 'Issue Certificate' button with a plus sign. Below that, a card for 'Travel Medical Assistance' with ID 'MEDEME-ROLAC-SEC1869' is shown. To the right of this card are two icons: a download icon and a search icon, both of which are pointed to by red arrows.

The screenshot displays a 'TRAVEL CERTIFICATE OF MEDICAL ASSISTANCE' document. It features the AYA logo at the top left. The document is addressed to 'Dear Mr./Mrs: Victor Bozzo' and includes the following details:

- Date of departure of trip: 10/12/2020
- Date of return of trip: 10/12/2020

A paragraph of text explains that benefits will be provided according to terms and conditions. Below this, the 'COVERAGE DETAILS' section is titled, followed by a 'BENEFICIARIES' section which states: 'Cardmember or Additional of the American Express card, cardmember's spouse or partner, dependent children under 23 years of age, as long as the above mentioned resides at the same address as the Cardmember¹.'





5 Claims

Claims

User's Guide

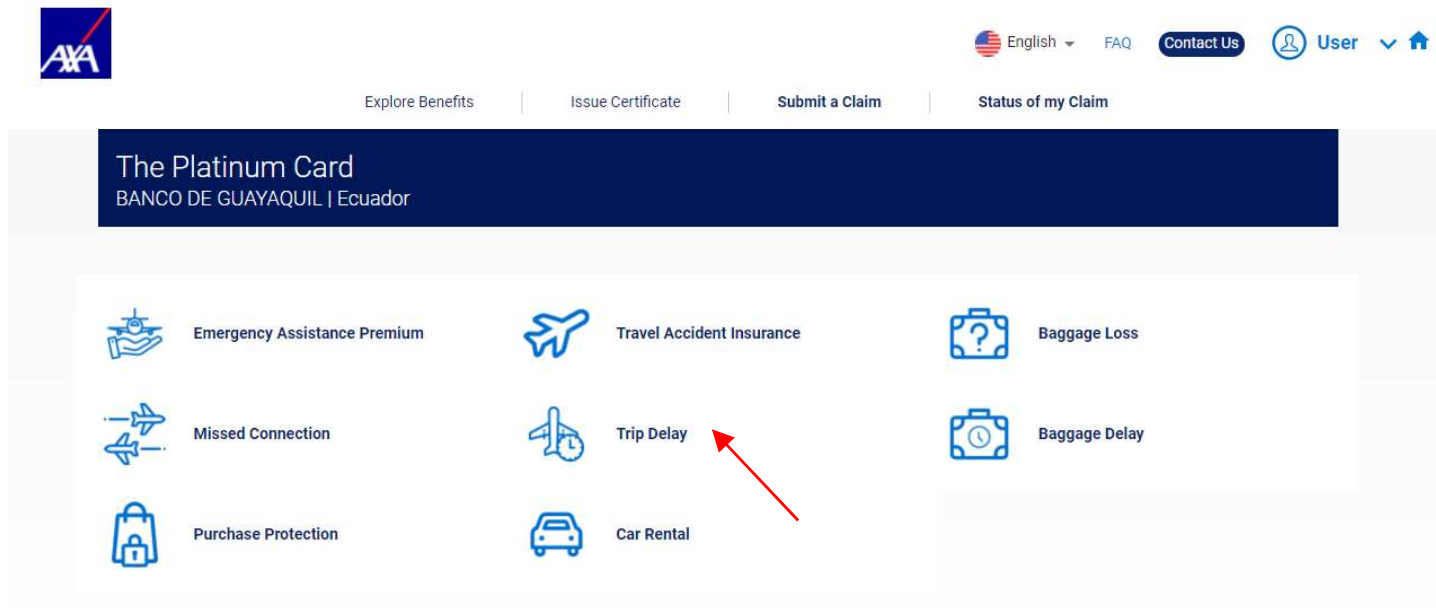
- ➔ Press “Submit a Claim” on the top of the page.
- ➔ Select the Card.
- ➔ Click on “Add Claim”.

The screenshot shows the American Express website's Claims section. At the top, the AXA logo is on the left, and navigation links for 'English', 'FAQ', 'Contact Us', 'User', and a home icon are on the right. Below the navigation, there are four menu items: 'Explore Benefits', 'Issue Certificate', 'Submit a Claim' (highlighted with a red arrow), and 'Status of my Claim'. The main heading is 'Claims', followed by the instruction: 'To create a new claim select your card from the panel below.' Underneath, it says 'Your American Express cards' and displays two card options: 'The Platinum Card' (3777.41****) and 'Tarjeta American Express Gold' (3791.91****). A dark blue banner below the cards displays 'The Platinum Card' and 'BANCO DE GUAYAQUIL | Ecuador', with a 'Chat' button on the right. Below this is the 'My Claims' section, which contains an 'Add claim +' button. At the bottom, an information icon and text state: 'There are no open claims with the selected card'.

Claims

User's Guide

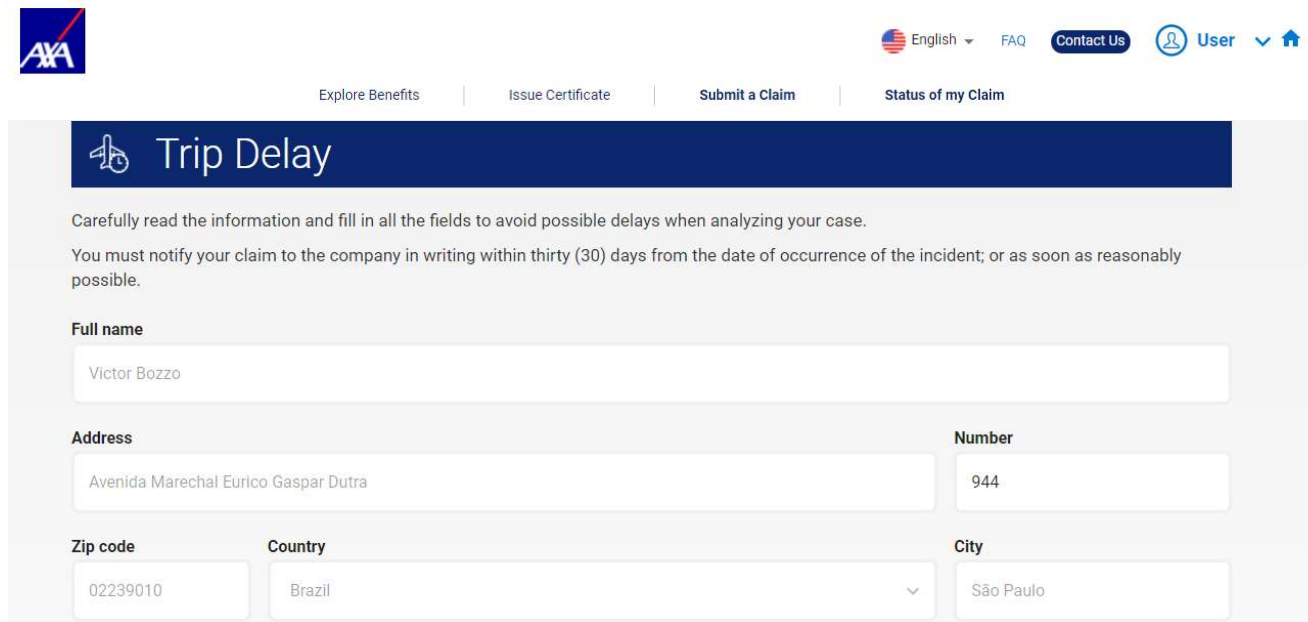
➔ Select the benefit to create the claim.



Claims

User's Guide

- ➔ Complete with the required information in order to process the claim. The Personal Information will be already completed based on your Profile Information.
- ➔ The CPF information is required only for cards issued in Brazil.

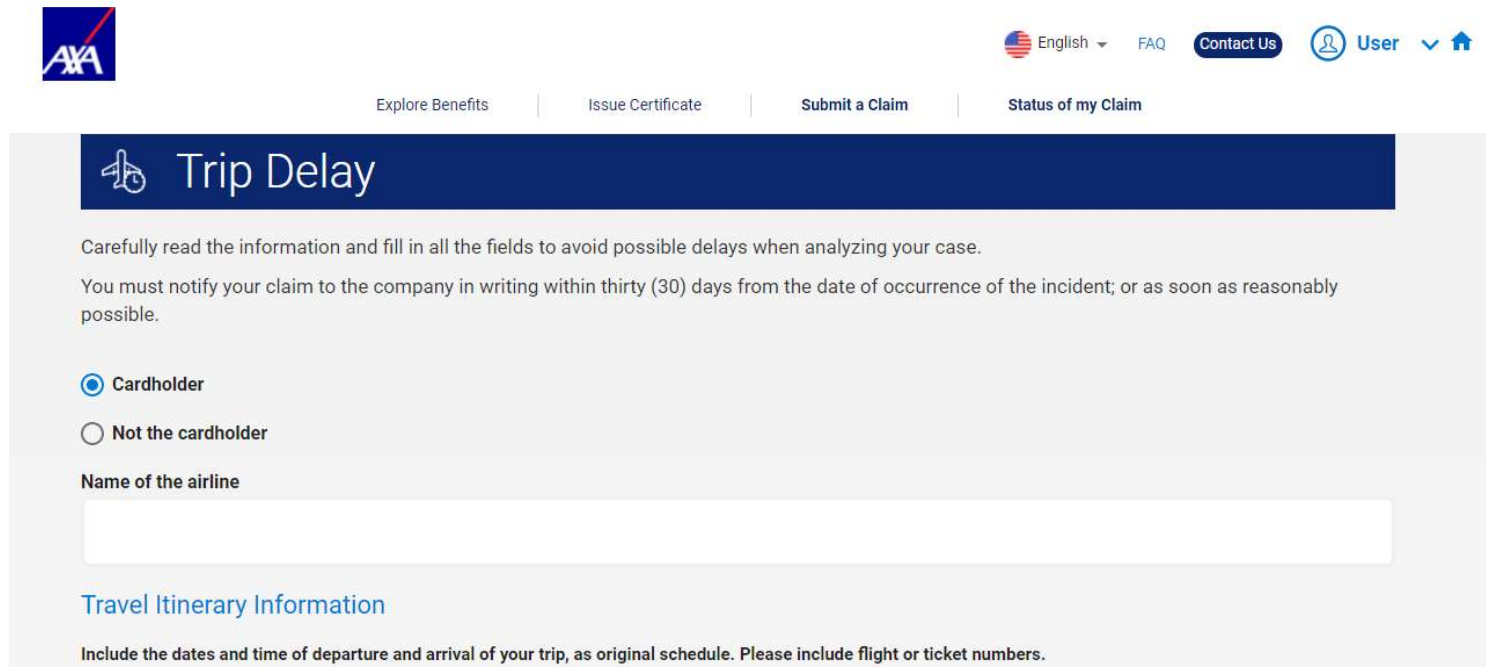


The screenshot shows the AXA web portal interface for filing a 'Trip Delay' claim. At the top, there is a navigation bar with the AXA logo on the left and links for 'English', 'FAQ', 'Contact Us', 'User', and a home icon on the right. Below the navigation bar, there are four menu items: 'Explore Benefits', 'Issue Certificate', 'Submit a Claim', and 'Status of my Claim'. The main content area is titled 'Trip Delay' and includes a mouse cursor icon. Below the title, there is a paragraph of instructions: 'Carefully read the information and fill in all the fields to avoid possible delays when analyzing your case. You must notify your claim to the company in writing within thirty (30) days from the date of occurrence of the incident; or as soon as reasonably possible.' The form consists of several input fields: 'Full name' (containing 'Victor Bozzo'), 'Address' (containing 'Avenida Marechal Eurico Gaspar Dutra'), 'Number' (containing '944'), 'Zip code' (containing '02239010'), 'Country' (a dropdown menu showing 'Brazil'), and 'City' (containing 'São Paulo').

Claims

User's Guide

➔ Enter the required information in order to process the claim.

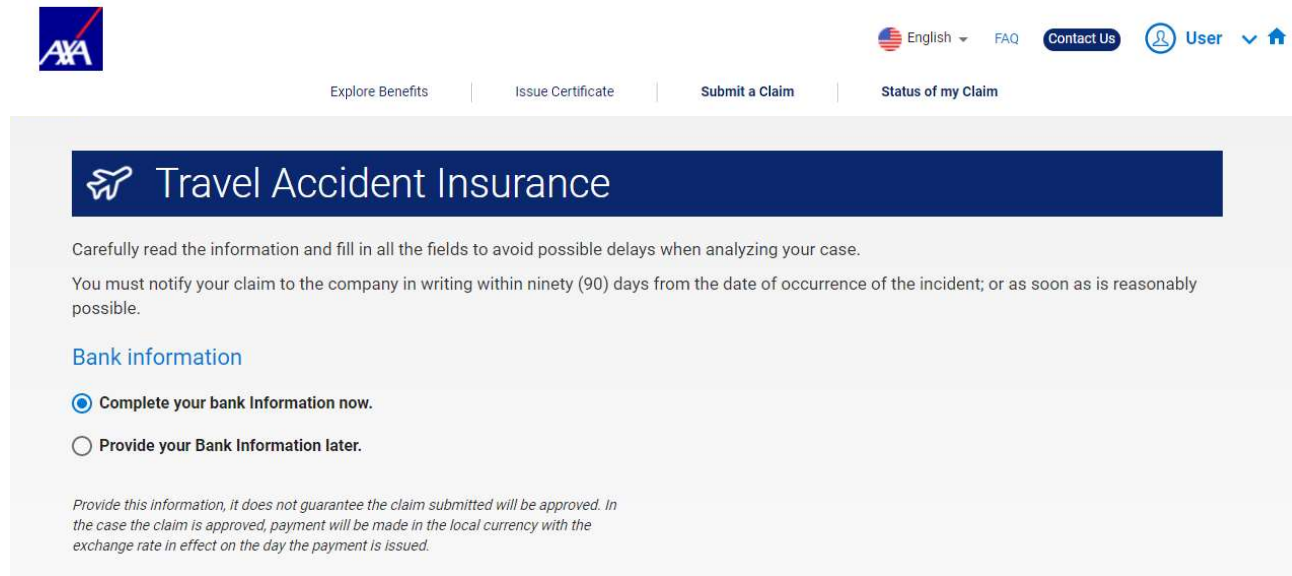


The screenshot shows the AXA website interface for filing a claim. At the top left is the AXA logo. To the right are links for 'English', 'FAQ', 'Contact Us', 'User', and a home icon. Below these are navigation links: 'Explore Benefits', 'Issue Certificate', 'Submit a Claim', and 'Status of my Claim'. The main content area is titled 'Trip Delay' with a hand icon. It contains instructions: 'Carefully read the information and fill in all the fields to avoid possible delays when analyzing your case. You must notify your claim to the company in writing within thirty (30) days from the date of occurrence of the incident; or as soon as reasonably possible.' There are two radio button options: 'Cardholder' (selected) and 'Not the cardholder'. Below is a text input field labeled 'Name of the airline'. A section titled 'Travel Itinerary Information' follows, with a note: 'Include the dates and time of departure and arrival of your trip, as original schedule. Please include flight or ticket numbers.'

Claims

User's Guide

- ➔ Download the Form “Recibo com Força de Instrumento de Transação”. Only for Cards issued in Brazil.
- ➔ This Form shall be completed and attached at the section “Add Documents”. You can provide Bank Information at this moment or when the Claim is approved.



The screenshot shows the AXA website interface for filing a Travel Accident Insurance claim. The AXA logo is in the top left. The top navigation bar includes links for "Explore Benefits", "Issue Certificate", "Submit a Claim", and "Status of my Claim". On the right, there are options for "English", "FAQ", "Contact Us", and a "User" profile dropdown. The main content area is titled "Travel Accident Insurance" and contains the following text:

Carefully read the information and fill in all the fields to avoid possible delays when analyzing your case.

You must notify your claim to the company in writing within ninety (90) days from the date of occurrence of the incident; or as soon as is reasonably possible.

Bank information

Complete your bank information now.

Provide your Bank Information later.

Provide this information, it does not guarantee the claim submitted will be approved. In the case the claim is approved, payment will be made in the local currency with the exchange rate in effect on the day the payment is issued.



Claims

User's Guide

- ➔ Read the legal information carefully.
- ➔ Click on “Date” field.
- ➔ Add your initials by clicking on “Electronic Signature”
- ➔ Click on “Accept”.
- ➔ Click on “Next”.

The screenshot shows the AXA Trip Delay claim form. At the top, there is a navigation bar with the AXA logo, language options (English), and links for FAQ, Contact Us, User, and a home icon. Below the navigation bar, there are four tabs: Explore Benefits, Issue Certificate, Submit a Claim, and Status of my Claim. The main heading is "Trip Delay" with a hand icon. The form contains the following elements:

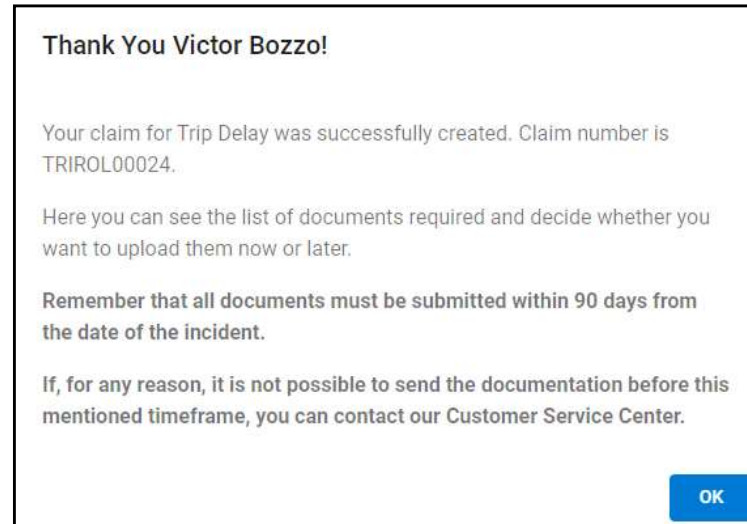
- A paragraph of instructions: "Carefully read the information and fill in all the fields to avoid possible delays when analyzing your case. You must notify your claim to the company in writing within thirty (30) days from the date of occurrence of the incident, or as soon as reasonably possible."
- A section titled "Trip Delay" with a text box containing legal disclaimers and terms of use.
- A "Date" field with a calendar icon, indicated by a red arrow.
- A statement: "I certify that the information provided in this form about this claim is true and accurate to the best of my knowledge and understanding."
- An "Electronic signature" field with the instruction "(pressing the field will fill in the initials of your first and last name)", indicated by a red arrow.
- An "Accept" checkbox, indicated by a red arrow.
- Two buttons at the bottom: "Back" and "Next", with the "Next" button indicated by a red arrow.



Claims

User's Guide

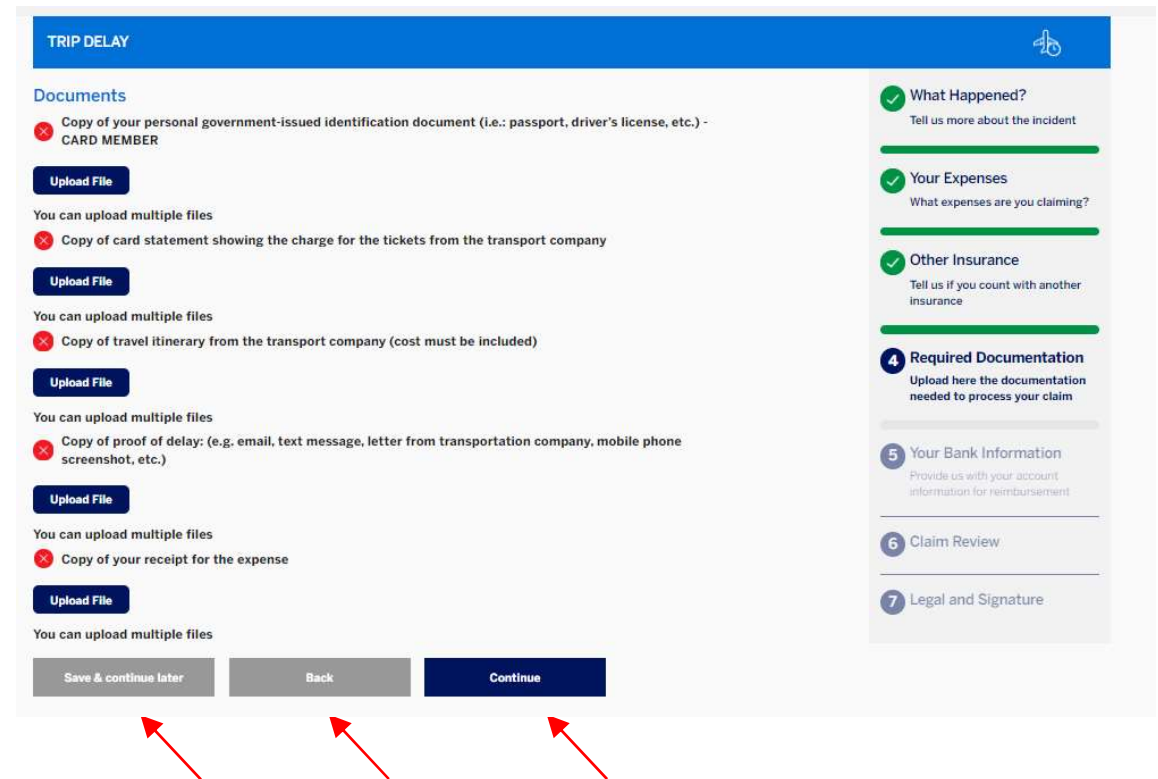
- ➔ You will receive a message with the identification number of your claim, that is, the notification was created successfully.
- ➔ Remember that all documentation must be sent within 90 days from the date of creation of the claim.



Claims

User's Guide

- The list of documentation necessary to analyze the claim will be displayed. The documents must be attached to the Portal by clicking on the "Attach File" button and then on "Continue".
- If you do not have the complete documentation on hand, you can attach the documents later by clicking on the "Save & Continue Later" option.



Claims

User's Guide

- ➔ The alerts will be received as soon as a new request is opened, if the status of a request is changed or as a reminder of the status of a request.
- ➔ Whenever there is pending documentation to be submitted by the user, it will be sent an e-mail on the 15th, 30th, 45th, 60th, 85th days after the opening date of the Claim.
- ➔ On the 90th day, an email will be sent informing that the claim has expired.



Claims

User's Guide

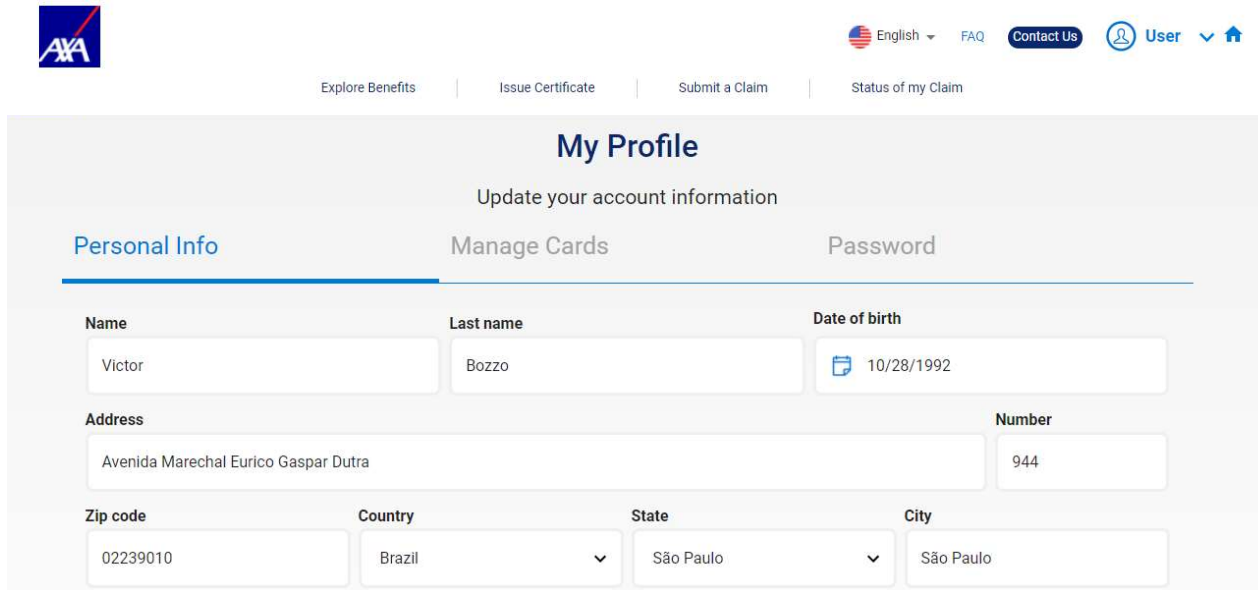
- The user will receive updates to know about the status of his Claim.
- There is nine possible statuses for a Claim:
 - **Incomplete** – when there is a pending submission of documentation by the user
 - **Claim under review**- when the Assistance Central is reviewing the submitted documentation.
 - **Waiting for customer answer**- when there is a pending submission of new documentation by the user.
 - **Review new documentation**- when the Assistance Central is reviewing the submitted documentation again.
 - **Review by underwriter**- when Underwriter is reviewing the request.
 - **Pending requested additional information**- when the Underwriter requests new documentation from the user.
 - **Approved without bank information**- request approved without bank information
 - **Denied** – declined request
 - **Approved with bank information**- request approved with bank information.



6 My Profile

My Profile

User's Guide



The screenshot shows the AXA website's "My Profile" section. At the top left is the AXA logo. To the right are links for "English", "FAQ", "Contact Us", "User", and a home icon. Below these are navigation links: "Explore Benefits", "Issue Certificate", "Submit a Claim", and "Status of my Claim". The main heading is "My Profile" with the subtext "Update your account information". There are three tabs: "Personal Info" (selected), "Manage Cards", and "Password". The "Personal Info" tab contains several input fields: "Name" (Victor), "Last name" (Bozzo), "Date of birth" (10/28/1992), "Address" (Avenida Marechal Eurico Gaspar Dutra), "Number" (944), "Zip code" (02239010), "Country" (Brazil), "State" (São Paulo), and "City" (São Paulo).



At the section “My Profile”, you can review and update your personal information, manage your cards and change your password.




My Profile

User's Guide

➔ If you need to update your personal information, after completing the information select “Update” to save the changes.

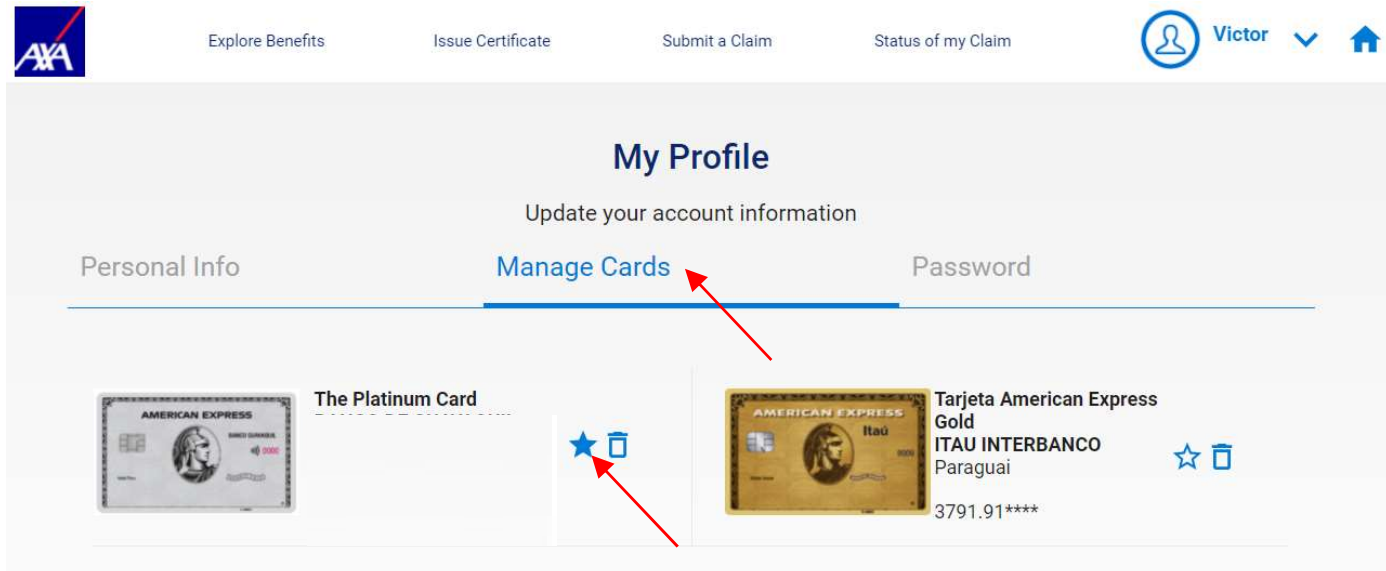
Area code	Cellular phone number
(+55) Brazil ▼	11947856978
Area code	Additional phone number
(+55) Brazil ▼	#
Update	



My Profile

User's Guide

- ➔ At the section “Manage Cards”, you can see your registered cards.
- ➔ To select a card as the main one, you shall select the “Star” icon.





Thank You!